

## **Licensure and Regulatory System Staff Frequently Asked Questions**

### **Forgot Password/User ID?**

If have previously created an account in this licensure system, but cannot recall your user name or password, please click the appropriate [Forgot Password](#) or [Forgot user ID](#) link to recover your account credentials.

### **No account?**

If you have never created an account in this licensure system, please click on the [Begin Here For Sign-up](#) link to register and link your professional license(s).

### **Multiple professional licenses?**

If you are licensed in more than one profession, you must link licenses to one account instead of creating multiple accounts.

### **Can a third party manage my professional license?**

For this online system, only one account can be created for a professional license. Once an account is created that links a professional license, the person creating the account will have access based upon the user id and password used to establish the account. If done by a third party, the licensee, without knowledge of the user id and password, will not be able to manage their professional license using this online system. During business hours, you can contact your board to disassociate your license from an online account established by a third party. However, weekends and holidays may be particularly problematic if you do not know the account details to manage your license through this online system. We do not advise management of your professional license by a third party. The law requires a licensee to maintain current information with their licensure board. Failure to do so could result in a disciplinary action by the board.

Credentialers can continue to operate as they have, but the licensee should be aware of these consequences.

### **What does the “Transaction Unsuccessful. AVS Failed.” message mean?**

Address validation error. This message is returned when the information you have provided for payment does match what is on file with your credit card provider. Note also that the billing address on the payment screen for renewals is prepopulated with the mailing address information that exists in our licensure database. Please verify the mailing address, and edit if necessary.

**Credit card does not appear to process**

If your credit card payment is not successful, please consider the eCheck option.

**Important: Professional Privilege Tax**

If a licensee has not paid their professional privilege tax, they will see the following message when they pay their renewal fees: According to the TN Dept. of Revenue, you have failed to pay the state professional privilege tax. This transaction will result in your license being placed on hold until a Tax Clearance letter is received by your licensing board. Please contact the Dept. of Revenue at 615-741-7071.

In the old NIC application, licensees were unable to renew, as of now in VO, they are able to submit a renewal application; however, this application will not be approved until they pay their unpaid professional privilege tax.

An alert is being added to the Quick Start menu that displays their license information.

Renewal workflow queues were added so that submitted renewal applications were assigned to a staff member to work.